Harassment of International Passengers at Amritsar Airport

3122. SHRI BALWANT SINGH RAMOOWALIA: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether there are complaints that international passengers are subjected to misbehavior, insulting attitude and harassment at Amritsar Airport by the immigration, customs and police;

(b) whether any surprise check was conducted by the senior officials to study and listen to the passengers and their relatives;

(c) the details of sitting, waiting hall and other facilities at that airport; and

(d) whether the minister will send higher authorities to meet passengers, social workers and political persons to record their grievances there?

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV): (a) No, Sir. However, a complaint was received about harassment of a passenger proceeding from Amritsar Airport to UK.

(b) No Sir. However senior officials of the customs and immigration are present during the check-in timings of each flight.

(c) The existing terminal building of Amritsar Airport is capable to handle domestic/international passengers at a time with all essential passenger facilities. A visitors shed with associated facilities like toilets and snack bar etc. has been constructed outside the terminal building to accommodate visitors/relative of passengers. In addition, arrangement for 100 persons/visitors is also available in the existing international arrival complex. Additional passengers facilities like more water coolers, provision of restaurant, snack bar, plying of luxury coaches to/from the airport, flight information display and provision of milk bars etc. have been arranged at the airport.

(d) The Airport Advisory Committee is being constituted at Amritsar Airport to look after the facilitation and other related issues.